

# In the Stream

Summer 2007

## Failing the Homeless: Barriers in the Ontario Disability Support Program for Homeless People with Disabilities

© Street Health; June 2006. Summarized findings written by Erika Khandor, Street Health, Toronto found at [www.streethealth.ca](http://www.streethealth.ca). Street Health Community Nursing Foundation conducted this study and created the report of findings.

On Tuesday, June 20th, 2006, Street Health released a report on barriers to accessing the Ontario Disability Support Program (ODSP) for homeless people with disabilities. Street Health is a community-based health care organization providing services and advocating to address a wide range of physical, mental and emotional needs to those who are homeless, poor and socially marginalized in Toronto. Many of the homeless clients they serve happen to be people with disabilities who qualify for assistance from the Ontario Disability Support Program (ODSP), but are not receiving it. Street Health discovered that many of their clients with disabilities were experiencing difficulties in successfully applying for ODSP, and wondered why this was happening. Once they received funding from the Wellesley Institute, they conducted a study to find out. The study took place over an 18-month period from August 2004 to January 2006.

The report, entitled “Failing the Homeless: Barriers in the Ontario Disability Support Program (ODSP) for Homeless People with Disabilities”, shows how Ontario disability benefits are failing homeless people with disabilities. The ODSP is intended to assist low-income people with disabilities, but many disabled homeless people are unable to access this program.

Among the many important project findings and outcomes, these are some of the most staggering:

- 100% of study participants were eligible for the ODSP, but 0% were receiving benefits when they enrolled in the project
- 100% of eligible participants NEEDED HELP accessing ODSP benefits
- 100% of homeless participants who successfully secured ODSP benefits were ABLE TO SECURE HOUSING.

### About the Project

- 85 homeless participants were recruited from two agencies; they were

- screened, and those who seemed eligible for ODSP were enrolled;
- Project staff worked one-on-one with each participant to help participants navigate the entire ODSP application process and access benefits;
- At the same time, project staff interviewed and documented participants' histories and current experiences with disability and benefits.

### About Project Participants

- 96% had more than one serious health condition
- 66% did not have a health care provider
- 32% had applied previously and had been rejected
- 68% submitted complete applications for the first time

“Failing the Homeless” also identified key barriers and delays in the ODSP system for homeless people:

**Barrier #1: Homeless people with disabilities cannot access ODSP application packages:** 70% of project participants needed help getting applications due to the complexity of the process.

**Barrier #2: Homeless people often do not possess the identification and financial documents required to apply for ODSP:** many project participants needed assistance from project staff in order to obtain the required documents, leading to delays in submitting their applications.

**Barrier #3: Homeless people with disabilities cannot get ODSP medical forms filled out accurately:** homeless people experience major barriers in accessing health care providers who are approved to fill out ODSP application forms. 66% of study participants did not have a family doctor when they enrolled in the project. Because ODSP forms do not encourage precise descriptions of applicants' disabilities, the majority of study participants had problems getting their forms filled out with enough detail to determine eligibility.

**Barrier #4: Homeless people with disabilities cannot return their ODSP applications within 90 days:** barriers in the ODSP system, along with participants' disabilities, made it impossible for applicants to complete their applications within the 90-day time limit without significant help from project staff.

**Barrier #5: Once applications were submitted to ODSP, applicants experienced extensive delays and barriers to receiving benefits:** the ODSP decision-making process involves about 17 different steps and nine different people. Several project participants experienced delays because their application got lost or was held up during one of these decision-making steps. Project participants who were accepted on first review of their application had to wait up to one year from when they submitted their application until benefits were paid. Too many eligible applicants have had to appeal negative decisions.

Despite substantial disabilities, only 42% of project participants had their applications accepted on first consideration. The other 58% had their applications denied at first and therefore had to appeal their decision. Those with appeals had to wait up to an additional year for benefits.

**Barrier #6: Homeless people with disabilities cannot navigate the overall ODSP application process without help.** The system requires self-reliance where the individual applicant is responsible for all steps in the process: 100% of project participants needed help negotiating this process because their disabilities and other barriers made it impossible to follow through on their own.

Summary of Recommendations to Increase Access to the ODSP for Homeless People with Disabilities:

**Recommendation #1:** That the Ontario Ministry of Community and Social Services increase accessibility to ODSP applications and the application process for homeless and vulnerable people in the following ways:

- By making ODSP workers available in person, on the telephone and in local ODSP offices when an applicant first inquires about an ODSP application;
- By providing ODSP workers in accessible spaces that homeless people can access across Toronto, such as drop-ins, shelters, and other community agencies and community centres on a regular basis (i.e. once a week);
- By creating standards of practice and providing appropriate training that ensure that ODSP workers are proactive in explaining the ODSP application process clearly to potential applicants.

**Recommendation #2:** That the Ontario Ministry of Community and Social Services eliminate barriers to proof of identity and income that prevent and delay homeless people's ODSP applications by:

- Using identification and financial documents that are already on file at Ontario Works for Ontario Works recipients;
- Accepting expired identification documents to prove identity;
- Using existing identification to verify other ID / proof of income requirements (i.e. if an applicant can provide a Social Insurance Number (SIN), ODSP workers could verify citizenship and income using the SIN card).

**Recommendation #3:** That the Ontario Ministry of Community and Social Services reduce homeless people's barriers to getting ODSP medical forms filled out accurately by:

- Revisiting and expanding the definition of an approved health care provider (with “prescribed qualifications”) who can fill out the ODSP medical forms to include other providers who may know applicants’ health histories well (i.e. registered nurses, non-registered qualified social workers, naturopaths, etc.)
- Providing an information sheet with all ODSP application packages that includes a list of the names and contact information for local community health centres and the local office of the College of Physicians, who will provide a list of doctors currently taking patients.

**Recommendation #4:** That the Ontario Ministry of Community and Social Services work with health care providers to develop more effective ODSP medical forms so that people’s disabilities are reported accurately by:

- Changing the language of the ODSP medical forms so that they are easy to understand and providing clear instructions to health care providers on how to fill out forms.
- Encouraging health care providers to describe all of an applicant’s relevant medical conditions and issues and providing space for narrative descriptions of these issues throughout the forms.
- Adding a direct request for information about an applicant’s ability to sustain employment without substantial restriction to the forms (i.e. include a question about whether an applicant has been unable to sustain work primarily due to health reasons, and for what period of time).

**Recommendation #5:** That the Ontario Ministry of Community and Social Services eliminate the 90-day time limit for submitting completed ODSP applications (from the time application packages are received).

**Recommendation #6:** That the Ontario Ministry of Community and Social Services increase the quality of service and coordination of the ODSP administrative and decision-making process by:

- Assigning a specific ODSP worker to each application file once it is submitted, and ensuring that this worker has copies of all forms and attachments to the application;
- Ensuring that ODSP workers assigned to application files are accessible to applicants who want to inquire on the status of their application;
- Ensuring that ODSP workers assigned to application files are proactive in notifying applicants of any additional information needed for their application.

**Recommendation #7:** That the Ontario Ministry of Community and Social Services increase the quality of service, coordination and efficiency of the ODSP

administrative and decision-making process by:

- Reducing the number of steps and decision-makers involved, and establishing a 3-month time limit within which applications will be processed and benefits paid to the applicant (a 3-month limit is the standard used by the private long-term disability insurance for provincial employees).

Recommendation #8: That the *Disability Adjudication Unit*, adjudicators who decide on applicants' eligibility for the ODSP, accept the diagnoses and descriptions of qualified health care providers without requiring unnecessary additional specialist opinions and medical test results to determine eligibility.

Recommendation #9: That the Ontario Ministry of Community and Social Services and the City of Toronto department of Shelter, Housing and Support provide funding for a 2-year *Income Support Worker pilot project*, where two Income Support Workers receive funding to work out of accessible community sites to outreach to and work with disabled homeless people in familiar places to access and maintain ODSP benefits, and to address their related income, housing and legal needs.

Recommendation #10: That the appropriate departments and ministries at the Federal and Provincial levels collaborate to review the existing short- and long-term disability benefits available to low-income people and establish a seamless disability support system across Canada that provides disabled people with a sufficient income from the moment they have a health crisis, throughout their adult life and into retirement age.

Recommendation #11: That the Ministry of Community and Social Services raise Ontario Works rates by 40% to ensure that low-income working people in Ontario can receive adequate income support immediately when they have a health crisis, and do not become homeless while trying to secure long-term disability benefits.

## **Summary of Results and Recommendations**

### **Project Outcomes**

- 93% had secured benefits by June 2006 (7% continue to wait on appeals)
- 100% of participants needed help accessing ODSP
- 100% of participants who secured ODSP were then able to secure housing
- 66% gained access to stable health care.

## Findings: Barriers to ODSP Access

Homeless people with disabilities:

- Cannot access application packages
- Do not have the required ID and financial documents
- Cannot get medical forms filled out accurately
- Have difficulty meeting the 90-day time limit
- Experience extensive delays after applying and often have to appeal decisions
- Need help navigating the overall process.

## Recommendations to improve the ODSP system

- Increase accessibility to applications/process
- Eliminate barriers to proof of identity and income
- Improve access to health care providers to fill out medical forms
- Improve medical forms to encourage accurate descriptions of disabilities
- Eliminate the 90-day application time limit
- Increase the efficiency and client responsiveness in decision-making process (shorten delays)
- Minimize appeals for eligible applicants.

## Recommendations to increase access immediately

- Provide community-based Income Support Workers with a 2-year pilot project
- Accessible and holistic support for homeless people with disabilities
- This would improve ODSP access immediately and be needed for people with multiple barriers; and would improve health and health care access and decrease homelessness (and shelter use)
- Experience of this project and a pilot project in Ottawa show that this approach can be very effective.

## Putting the findings into action

This report was launched in June 2006 with extensive media coverage, strong community interest and response. Letters and reports were sent to representatives of the City of Toronto and Ministry of Community and Social Services. Meetings were held with Directors of Toronto Social Services and Ontario Disability Support Program.

There was a positive response from both. Administrative changes are being made (not only due to the efforts of this project), and other changes are being

considered by the Ministry of Community and Social Services.

Currently, Ottawa Street Health is following Toronto's lead by conducting their own pilot project. They are now in their second year (renewed grant) of the pilot. The "*Failing the Homeless*" summary and full reports can be downloaded from [www.streethealth.ca](http://www.streethealth.ca).

### ODSP Special Diet Allowance & Toronto Region ODSP Recipients' Support Groups

*By John Mossa, Independent Living Skills Trainer*

If you are on ODSP and have a medical condition that requires you to have a special diet, you may be eligible for additional financial assistance. **Toronto Region ODSP Action Coalition** <sup>(1)</sup> made a summary of changes that apply to the Special Diet Allowance by the Ministry of Community and Social Services on October 3rd, 2006. The new Special Diet Allowance 'Schedule A' is on the next page. To apply for this allowance, you must get an original application form from your ODSP or OW office and get your doctor to fill it out.

MEDICAL CONDITION that requires a Special Diet	MONTHLY AMOUNT
Cardiovascular Disease	\$10
Celiac Disease	
less than 2 years of age	\$58
2-10 years of age	\$115
11-18 years of age	\$147
19 years of age or older	\$131
Chronic Constipation	\$10
Chronic wounds requiring protein	\$10
Congenital Abnormalities of the Metabolic Type — Adults	\$10
Congenital Abnormalities of the Metabolic Type — Infants & Children	\$10
Congestive Heart Failure	\$44
Diabetes	\$42
Diverticulum/Diverticulitis	\$10

Dysphagia/Swallowing or Mastication Difficulties	\$25
one-time amount for the cost of a blender, if funding for a blender has not been previously provided	AND \$75
Extreme Obesity: Class III BMI > 40	\$20
Food Allergy — Eggs	\$10
Food Allergy — Milk/Dairy or Lactose Intolerance	
less than 2 years of age	\$95
2-10 years of age	\$97
11-18 years of age	\$55
19 years of age or older	\$35
Food Allergy — Soya	\$83
Food Allergy — Wheat	
less than 2 years of age	\$38
2-10 years of age	\$77
11-18 years of age	\$98
19 years of age or older	\$57

MEDICAL CONDITION that requires a Special Diet	MONTHLY AMOUNT
Gestational Diabetes [Diet is available during pregnancy and for 3 months post partum]	\$44
Gout	\$32
Hepatic Disorders/ Liver Failure	\$10
Hyperlipidemia	\$10
Hypertension	\$10
Hypertension and Congestive Heart Failure and Grade 1 to 2 left ventricular function	\$44
Hypercholesterolemia	\$22
<p>Inadequate lactation to sustain breast-feeding or breast-feeding is contraindicated during the first 12 months of infant's life</p> <p>A Special Diet Allowance will be paid during the first 12 months of an infant's life, if formula is necessary due to inadequate quantity of breast milk, or if breastfeeding is contraindicated [e.g. infant is unable to tolerate breast milk; mother's milk is contaminated due to other conditions or medical treatments such as HIV/AIDS, chemotherapy; infant has galactosemia].</p>	

lactose tolerant	\$75
lactose intolerant	\$83
Macrocytic Anaemia	\$10
Malabsorption	\$20
Microcytic Anaemia	\$30
Osteoporosis/Osteomalacia/Osteopenia	\$10
Post-gastric surgery	\$10
Prediabetes: IGT or IFG	\$42
Renal Failure — Dialysis	\$44
Renal Failure — Pre-Dialysis	\$44
Wasting/weight-loss due to one or more of the following medical conditions: Amyotrophic Lateral Sclerosis Crohn's Disease HIV/AIDS Malignancy	Ostomies [e.g., jejunostomy, ileostomy] Pancreatic Insufficiency Short Bowel Syndrome Ulcerative Colitis

MEDICAL CONDITION that requires a Special Diet		MONTHLY AMOUNT
wasting/weight-loss $\leq$ 2% of usual body weight [includes wasting/weight-loss of 0%]		\$75
wasting/weight-loss of $>$ 2% and $\leq$ 5% of usual body weight		\$150
wasting/weight-loss of $>$ 5% and $\leq$ 10% of usual body weight		\$180
wasting/weight-loss of $>$ 10% of usual body weight		\$240
Wasting/weight-loss due to one or more of the following medical conditions: Anorexia Nervosa Cystic Fibrosis	Kwashiorkor Marasmus	
wasting/weight-loss $\leq$ 2% of usual body weight [includes wasting/weight-loss of 0%]		\$75
wasting/weight-loss of $>$ 2% of usual body weight		\$150
Section IV – Pregnancy/Breastfeeding Nutritional Allowance		
A monthly Pregnancy/Breast-feeding Nutritional Allowance is payable at the beginning of the month provided an approved health professional confirms the pregnancy [i.e. completes, signs and dates this application] and continuing until the month in which the pregnancy ends. If the mother is breast-feeding, the Pregnancy/Breast-feeding Nutritional Allowance is payable for an additional 12 months after the pregnancy ends, up to and including the month that the infant turns 12 months of age.		
lactose tolerant	\$40	lactose intolerant \$50

## Toronto Region ODSP Recipient's Support Groups

Toronto Region ODSP Action Coalition also sponsors four ODSP Recipient's Support Groups. Their motto is "Support Groups for Recipients, run by Recipients." For more information, contact Sharon Dever, Coordinator/Facilitator, at (416) 760-2941, e-mail: [torontodisabilityaction@yahoo.ca](mailto:torontodisabilityaction@yahoo.ca), website: [www.geocities.com/torontodisabilityaction/](http://www.geocities.com/torontodisabilityaction/).

### Support groups are run at the following locations:

Anne Johnston Health Station - 2398 Yonge Street, north of Eglinton on the west side. Takes place the first Monday of every month: 3:00 p.m. to 5:00 p.m. Next meeting TBA

Queen West Community Health Centre - 168 Bathurst Street (Queen & Bathurst). Takes place the third Monday of every month: 1:00 p.m. to 3:00 p.m. *Next meeting on Monday July 16th.*

Flemingdon Health Centre - 10 Gateway Blvd. (Don Mills/Overlea). Takes place the second Friday of every month: 1:00 p.m. to 3:00 p.m. *Next meeting Friday July 13th.*

Queen East Community Health Centre - 1619 Queen Street East (at Coxwell). Takes place the third Friday of Every Month: 1:00 p.m. to 3:00 p.m. *Next meeting Friday July 20th.*

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**1 Toronto Region ODSP Action Coalition** advocates for improvements to the provincial Ontario Disability Support Program. It is open to all recipients, legal clinics, agencies, service providers, family and friends living and/or working in Toronto. They usually meet the last Friday of each month, at the 519 Church Street Community Centre, 2nd Floor Auditorium. For more information, contact Catherine Manson: Chair (416) 441-1764 x 31, c/o Flemingdon Community Legal Services e-mail: [torontodisabilityaction@yahoo.ca](mailto:torontodisabilityaction@yahoo.ca), website: <http://www.geocities.com/torontodisabilityaction/>.

2 Toronto Region ODSP Action Coalition – from the Ontario Disability Support Program Act, 1997; ONTARIO REGULATION 562/05, Amended to O. Reg. 471/06, s. 2; O. Reg. 487/06, s. 2

## Financial Assistance for Funerals, Burials and Cremations for Recipients of Ontario Works (OW) or Ontario Disability Support Program (ODSP)

*\Assistance © City of Toronto, Community and Support Group, Toronto Social Services; January 2006.*

Here's something you probably didn't know: Toronto Social Services provides financial assistance on behalf of deceased Toronto residents who do not have sufficient funds in their estate to fully cover a basic funeral, burial and/or cremation.

Toronto Social Services will pay a funeral home or cemetery to provide funeral, burial and/or cremation services and products in accordance with the items and rates approved by Toronto City Council.

**Important:** Toronto Social Services must authorize services before a contract is signed with a funeral home or cemetery. Toronto Social Services will not reimburse the cost of a funeral, burial or cremation after a contract is signed; as it is not in a position to interfere with a legally binding contract. Partial payments to make changes to the services and products provided are not allowed.

### **Eligibility**

Eligibility is based on the financial circumstances of the deceased person and the deceased person's spouse at the time of death. For example, assets, sources of income, RRSPs and life insurance will all be considered.

The deceased person does not have to be receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP) assistance at the time of death to be eligible.

### **How to Apply**

It is preferred that the executor/executrix initiate the funeral arrangements. If there is no executor/executrix, a relative, friend or professional associated with the deceased person can apply. The person applying for the assistance should be the person making the arrangements at the funeral home, as the death certificate will include the name of the person who arranged the funeral.

***If the deceased person was receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP) assistance at the time of death,*** you can go directly to the funeral home of your choice. However, before making the funeral arrangements you must advise the Funeral Director that you will be seeking assistance for payment from Toronto Social Services. The Funeral Director will contact Toronto Social Services for payment authorization.

***If the deceased person was not receiving Ontario Work or Ontario Disability Support Program assistance at the time of death***, an application must be made at a Toronto Social Services office. It is recommended that you contact Toronto Social Services first to book an appointment and find out what information is needed to complete the application (for example, the deceased person's identification and asset information).

### **Services Provided**

Funeral homes and cemeteries understand the need for sensitivity and respect differences based on religious or cultural rites. Funeral directors and Toronto Social Services caseworkers have information to help with funeral plans. Assistance is only available if the funeral, burial and/or cremation is to take place within Ontario.

#### **Funeral services:**

Toronto Social Services will pay the funeral home in accordance with the items and rates approved by Toronto City Council for either the simple transfer of the body for cremation, burial, or for a traditional funeral service.

#### **Burial services:**

Toronto Social Services will purchase a burial lot. If the deceased person owned a lot or one was purchased on their behalf prior to their death, Toronto Social Services will cover the cost of opening and closing the grave, to a standard depth.

#### **Cremation services:**

Toronto Social Services will pay for the cremation, including a standard urn provided by the crematorium. The cost of scattering the remains in a cemetery, burial in a pre-owned plot or cemetery common ground is also covered.

### **Recovering Costs**

Under the Ontario Works Act, Toronto Social Services is entitled to recover the cost of the funeral, burial and/or cremation from all sources available to the deceased person. Recovery sources include monies in bank accounts, RRSPs, last assistance from the Ontario Works Program, Ontario Disability Support Program, Canada Pension Death Benefit and other sources.

### **Statement of Death Certificate**

The Funeral Director's Statement of Death Certificate is retained by Toronto

Social Services. To inquire about the process for the administration of the deceased's estate, contact Funeral Services at (416) 392-1666.

### **Further information**

This article contains general information only. If you need more information, please contact one of the offices of Ontario Works or Ontario Disability Support Program which are located across the City of Toronto: Client Special Services Unit – Funeral Services: (416) 392-1666.

#### **North District Social Services**

North York East, 20 Lesmill Road M3B 2T5 416-392-2850

North York West, 1860 Wilson Avenue M9M 3A7 416-392-6500

North York Central, 1117 Finch Avenue West M3J 2P7 416-397-9450

#### **South District Social Services**

Downtown Toronto, 111 Wellesley Street East M4Y 3A7 416-392-5300

High Park/Parkdale, 1900 Dundas Street West M6R 3B6 416-397-7800

Metro Hall, 214 Wellington Street West M5V 3C6 416-392-2600

#### **East District Social Services**

Scarborough West, 1225 Kennedy Road, Unit F, M1P 2L4 416-392-2800

Scarborough North , 5639 Finch Avenue East M1B 5L1 416-397-1000

#### **West District Social Services**

Etobicoke North, 220 Attwell Drive, Unit 4, M9W 6T9 416-392-6400

York/Humber, 605 Rogers Road, 6th Floor, M6M 1B9 416-392-6200

Etobicoke South, 779 The Queensway, M8Z 1N4 416-392-6550

#### **Central District Social Services**

East York, 1450 O'Connor Drive, Unit 33, M4B 2T8 416-392-3400

East Toronto, 1631 Queen Street East M4L 1G4 416-392-3200

Central Toronto, 150 Eglinton Avenue East, Suite 900, M4P 3E2  
416-397-1800

### **Media Release: Emergency Preparedness Guide for People with Disabilities and Special Needs**

*Prepared by Emergency Management Ontario*

Recent global disasters have shown that an adverse event can occur at any time and without any warning. This holds especially true for individuals with disabilities that require medications and/or rely on special needs equipment.

Recognizing there are more than 1.5 million Ontarians with disabilities and many

seniors with special needs, Emergency Management Ontario recently released a ground-breaking publication – *Emergency Preparedness Guide for People with Disabilities and Special Needs*.

This new resource – the first of its kind in Ontario – is unique for Canada because it provides helpful tips to individuals with disabilities on how to become self-sufficient for at least 72 hours following an adverse event. It also informs the general public on how to best assist individuals with special needs during an emergency.

For easy reference, the Guide is divided into separate categories for mobility, vision, hearing, non-visible disabilities and seniors with special needs. Categories for high-rise safety, travel considerations, animal safety and wellness following an emergency are also included.

The comprehensive Guide also includes practical emergency preparedness tips for owners of a service animal and/or pet(s).

More than 20 external stakeholder organizations were consulted and their subject matter expertise was incorporated to create a comprehensive emergency preparedness resource for the public.

To provide easy and broad access, this Guide is produced in larger than average text size and will be produced in alternate formats including Large Print, Braille, Audio Cassette, CD ROM, Small CD Diskettes and in Chinese (simplified), Italian, Portuguese, Punjabi and Spanish.

For more information, call Jude Kelly, Emergency Management Ontario, at (416) 212-3457 or [jude.Kelly@ontario.ca](mailto:jude.Kelly@ontario.ca).

## **ABILITIES ARTS FESTIVAL – A Celebration of Arts and Culture**

### **A 10-Day-long Celebration of Disability Arts and Culture**

**October 25 – November 4, 2007**

This fall, join Abilities Arts Festival: A Celebration of Disability Arts and Culture for an experience you soon won't forget.

The Abilities Arts Festival is a Celebration of Disability Arts and Culture that showcases artistic excellence, entertains audiences, and helps to transform perceptions about the contributions that artists with disabilities can and do make to the cultural fabric of our communities. At the 2007 festival, there is something for everyone. Events will include:

- **A gala evening at Glenn Gould Studio featuring music**, dance and theatrical presentations by internationally recognized performers with disabilities.
- Just some of the diverse and outstanding array of Canadian and International performers and performances that can be enjoyed are:
- the spectacular integrated dance company Corpuscule danse
- the Premiere of award winning Canadian playwright Wendy Lill's short play "Back to Back" that is being written specifically for the Festival
- the musical mastery of the Matt Savage Trio
- the introduction of Quebec's music sensation Martin Deschamps
- ... plus much more.

**Connections 3: "Exposed"** – An International Juried Photographic Exhibition with works by over forty photographers from around the globe.

**"Towards a Shared Perspective"** – An exquisitely presented exhibition depicting sensuality, sexuality and disability by three outstanding photographers from Australia, Germany and British Columbia.

**"The History of Disability and Activism"** – an exciting visual arts display produced by Ryerson's School of Disability Studies that explores the significance of objects in Canadian disability history. Through 15 distinct installations a hidden history of disability is presented and forms of resistance to discrimination and marginalization of disabled people are illuminated. The continued importance of removing unjust social barriers is at the heart of this exhibit.

**PROJECTIONS 2: An International Disability Film Festival** featuring over 35 award winning films from twelve countries. PROJECTIONS 2 provides an opportunity to engage, stimulate discussion, challenge perceptions and expand awareness or simply to entertain.

Discussions with filmmakers such as Paul Nadler, Sharon Snyder and David Mitchell will follow the screening of their films.

- **"Women, Disability and the Art of Disclosure"** – a stimulating day of performances, films and discussions focused on issues and perspectives of concern to women.
- Exciting matinee and other staged performances in an informal atmosphere.
- **"In Celebration of our Children and Youth"** – a full day of performances designed to engage children and youth with disabilities in the arts.

A complementary program of workshops and panels will provide artists and emerging artists with disabilities with professional development and networking opportunities designed to hone skills and increase exposure to the industry and public at large.

Accessibility is a priority for Abilities Arts Festival. All venues are wheelchair accessible. In addition, ASL Translation will be provided at all events, films are captioned and there will be real-time captioning for social events. Attendant services will also be available on-site.

Don't miss the opportunity to see, hear and experience first-hand, the talent, artistic vision, power and passion of Canadian and International artists with disabilities. Join us in Toronto October 25 – November 4, 2007.

For further information about this unique, engaging, thought-provoking and entertaining event that showcases artistic excellence and celebrates disability arts and culture, please visit [www.abilitiesartsfestival.org](http://www.abilitiesartsfestival.org) or contact us at [info@abilitiesartsfestival.org](mailto:info@abilitiesartsfestival.org).

## EMPLOYMENT NEWS

### **Job Opportunity Information Network for Persons with Disabilities (JOIN)** [www.joininfo.ca](http://www.joininfo.ca)

The Job Opportunity Information Network (JOIN), for Persons with Disabilities is an initiative of Service Providers who deliver ODSP Employment Supports in the Toronto Region. This network assists Persons with Disabilities to find work and assist employers to recruit qualified candidates to meet their hiring needs.

JOIN and our Strategic Employment Solutions recruitment network is a collaboration of community based organizations who recognize the spectrum of possibilities for persons with disabilities. Our vision is a society where persons with disabilities are integrated into mainstream hiring practices and our mission is to become the employment network of choice for employers and persons with disabilities in the City of Toronto and Greater Toronto Area (GTA).

### **JOIN Member Agencies**

All JOIN member agencies assist Persons with Disabilities to find work and assist employers to recruit qualified candidates to meet their hiring needs. The following are current JOIN member agencies: Ability Learning Network, ALDER, Balance, Canadian Paraplegic Association Ontario, Career Dynamics Network Inc., Centre for Addiction and Mental Health – CAMH, Community Head Injury Resource

Services – CHIRS, Community Living Toronto, Corbrook, COSTI - Specialized Employment & Camp; Training Services, Employment Action, Entry Point Program, Epilepsy Toronto, Employment Services, George Brown College, Goodwill Industries of Toronto, Hawkins Institute, JVS Toronto, OASIS Addiction Recovery Society, Ontario March of Dimes, Owlware Ltd., Online Abilities Project, Project Work, The Canadian Hearing Society, The Canadian Mental Health Association, Toronto Business Development Centre and VR Placement.

### **Services for Job Seekers**

Contacting a JOIN member agency is a good first step when job hunting. Looking for work can be frustrating, challenging, and it is often difficult to sort out where to go and what to do next. Our employment specialists are knowledgeable about job and career counseling, networking for success, resumes, interview tips and accommodation.

For more information about how a JOIN Service Provider can assist you with your job search please visit [www.joininfo.ca](http://www.joininfo.ca). You can find out about employment assistance offered at each agency by visiting our Service Providers in Toronto section or using the Search a JOIN Member agency button. By using these menus you can be directly connected to each JOIN service provider's website and receive more detailed information about how they can assist you with your job search and e-mail or call to request assistance.

### **Accommodation**

JOIN service providers have resources to assist individuals with disabilities to arrange accommodation in the workplace or for a job interview. The following links are suggested resources for Job Seekers to obtain additional information about accommodation and creating an inclusive workplace.

### **Looking for a competitive edge for your hiring needs?**

JOIN offers no cost, one stop employment recruitment services for employers. Let JOIN's SES employment recruitment team work for you. We offer:

- Access to a diverse pool of skilled workers
- Knowledgeable and professional staff that can find the right employee for your business
- Free pre-screening
- Personalized Account Management
- Quick response time
- Extensive follow-up and support to ensure employee retention
- Expertise in creating an inclusive workplace
- Proven success and retention for employers!

## **Employment Services**

JOIN's 26 member agencies offer a wide variety of specialized employment services for persons with disabilities to help you find and keep the job you want. Member agencies are conveniently located throughout the City of Toronto and staff are available to meet with you individually to discuss your employment needs. The following are examples of Employment services offered by member agencies:

- **JOB SEARCH** - Preparing Resumes, Cover Letters and Employment Applications
- **JOB PREPARATION** - Orientation to the Workplace, Rights and Responsibilities
- **JOB PLACEMENT / CAREER ADVANCEMENT** - with Employers in the Community
- **SELF-EMPLOYMENT**—Starting your own business, business planning, how to obtain credit and marketing your business
- **NEGOTIATING** - with the employer for accommodations you may need
- **JOB COACHING/ FOLLOW-UP SUPPORT** - for you and your employer to ensure a successful work experience.

## **What is ODSP Employment Support?**

The ODSP Employment Supports Program assists persons with disabilities to locate and retain employment. The actual services available throughout ODSP Employment Supports are delivered by various community organizations located throughout the City of Toronto. These organizations help clients with all aspects of job development, from helping determine what work is available, to negotiating employment opportunities with employers and providing employment follow-up. As well, organizations providing ODSP Employment Supports can assist employed clients and their employers to resolve situations before jobs are lost.

If you are receiving ODSP Income Supports, there are a variety of benefits that may be available to you to support you in your desire to get and keep a job. These supports are in addition to ODSP Employment Supports.

For those who qualify, changes have recently been implemented to provide you with incentives to obtain employment such as: **INCREASED INCOME**; **EXTENDED HEALTH BENEFITS**; and **RAPID REINSTATEMENT**.

Even if you are not on ODSP Income Supports, Employment Supports may still be an option for you. To find out more about Employment Supports, please contact an ODSP Employment Supports worker at (416) 325-0693; by TTY (416) 314-5704; or visit their website at [www.mcass.gov.on.ca](http://www.mcass.gov.on.ca).

JOIN was developed by Service Providers who deliver ODSP Employment Supports in the Toronto Region. JOIN is funded by ODSP Employment Supports.

### **Contact Information:**

Job Seeker Services - For inquiries about how our employment services for Job Seekers can help assist you to obtain or maintain employment please e-mail us at: [jobseekers@joininfo.ca](mailto:jobseekers@joininfo.ca) or call us at 416 241-5646 (JOIN).

Recruitment Services - JOIN Member Organizations & Strategic Employment Solutions Network (SES) for Employers. For more information on how our knowledgeable recruitment specialists and network can assist you to find the right employee for your business please e-mail us at [employers@joininfo.ca](mailto:employers@joininfo.ca) or call us at 416-241-5646.

## **EMPLOYMENT OPPORTUNITIES**

### **Toronto Business Development Centre Offers BIZ FUTURES Self-Employment Program for People with Disabilities**

With Funding Provided by ODSP Employment Supports, Toronto Business Development Centre offers BIZ FUTURES – a Self-Employment Program for People with Disabilities.

**BIZ FUTURES** is a skills development and business support program designed specifically for adults with disabilities who wish to start and manage their own small business. Candidates eligible for consideration should meet the following criteria:

- eighteen years of age or older
- eligible for ODSP Employment Supports
- can articulate a business concept or idea
- have sufficient skills and experience which allows them to deliver the goods and services they hope to offer ( e.g. a person wanting to be self-employed as a 'virtual assistant' should be familiar with and able to use most current popular computer business applications, or a person desiring to operate a craft sales business has developed proficiency in the production of the crafts they intend to sell), and are prepared to commit to full attendance and participation in program activities.

**The program has four main phases:**

### **Phase I – Program Recruitment/Orientation**

Eligible individuals interested exploring self-employment as an employment/career strategy are invited to register to attend Program Orientation sessions. During the session, participants will:

- be introduced to self-employment as an employment option
- learn about the BIZ FUTURES Program curriculum, schedule, features and benefits
- learn about obligations and expectations for participation in the Program
- be invited to submit a written, oral or interpreter/intervener assisted application for participation in the Program.

Individuals submitting an application will be invited to participate in an interview to further discuss the program and their business idea. Individuals who continue to be interested in exploring self-employment will be invited to participate in Phase II of the program.

### **Phase II – Exploring Self-Employment – Entrepreneurial Self-Assessment and Business Feasibility Research**

In Phase II of the program, participants will attend three workshops, each of which is five hours long over a two week period. During this phase of the program, participants will:

- assess the appropriateness and their personal readiness for self-employment as an employment/career option
- 'test' the market and earning potential of their business idea through self-directed, supported research
- explore how their disability may impact the operation of their business activities and consider strategies for business accommodations
- further focus their business vision or develop an alternate life/work vision, should they determine that self-employment is not suitable for them at this time
- identify 'next steps' including referral contacts, additional resources to move toward an alternate career strategy should they determine, by mutual agreement with program advisors, that self-employment is not suitable for them at this time.

### **Phase III**

Candidates selected for Phase III of the program participate in 16 weeks of group learning, individual one-on-one instruction, coaching and mentoring activities in which they:

- acquire critical concepts, knowledge and skills to plan and manage a small

business

- create a detailed business plan which will act as a guide in conducting the first critical year of business
- understand the value and role of the Internet as a marketing, promotional and sales tool for their business
- with the assistance of an IT professional, learn the basics of website design and maintenance and establish a web presence for their own business
- network with each other and in the wider Toronto business community to establish business relationships and profile
- work one-on-one with a business advisor and work/life coach to set goals, develop action plans and address relevant issues in the development and start-up of their business

#### **Phase IV- Business Start-up and Support**

Once participants complete Phase III, they will enter Phase IV, which consists of 20 weeks of support and activities designed to provide advice, guidance, mentorship and accountability in the critical start-up phase of their business. During Phase IV, the new entrepreneurs will participate in:

- guided, self-directed marketing 'kick start' program designed to accelerate revenue generation
- regular one-on-one business advisory and work/life coaching activities
- meetings with a volunteer business mentor
- monthly group peer support and networking meetings featuring additional learning opportunities and guest speakers
- assistance for those interested in applying for government and community loan programs and a curriculum designed to maximize success in the first critical year of business.

For more information or to refer a candidate for participation call Maureen Kelly, Program Coordinator, Toronto Business Development Centre Tel: 416-345-9437; Fax: 416-345-9044 or email: [mkelly@tbdc.com](mailto:mkelly@tbdc.com).

#### **EMPLOYMENT NETWORKING OPPORTUNITY**

#### **CIBC PRESENTS: Innovative Workforce Sourcing – It's Imperative Conference, Thursday October 4, 2007**

Canada's labour force is shrinking. Statistics tell us that we are facing an unprecedented workforce crisis. This conference will dispel the myths and misconceptions that prevent us from realizing the wealth of talent offered by the

qualified individuals with disabilities in our workforce.

David Onley, renowned City TV newscaster, will host this fourth annual conference. The event will be held at the Intercontinental Hotel, 225 Front Street, in the heart of downtown Toronto.

Keynote speakers and interactive workshops will provide strategies that are both innovative and practical:

- Employer's stories of overcoming obstacles and adopting successful approaches for recruiting and retaining employees with disabilities
- Cutting edge information on best practices and recent developments in workplace accommodation
- Comprehensive workplace mental health programs
- How Strategic Employment Solutions can assist you to source well qualified individuals that are suitable for your jobs and your organizations
- Diversity, Cultural Aspects and Full Inclusion
- ... And much more.

Based on past experience, the event will be attended by roughly 250 employers. The program will include Corporate, Government, Expert Speaker and Inspirational Cultural presentations.

Strategic Employment Solutions (SES) is a free service that provides a full range of placement services for persons with disabilities through a collaborative partnership of 12 agencies working with employers in the GTA. This past year SES placed over 600 persons with disabilities into paid employment with an average retention rate of 84%. If you have any questions, contact Sharon Myatt at 416-425-4737, extension 7428 or email: [smyatt@dimes.on.ca](mailto:smyatt@dimes.on.ca).

## EMPLOYMENT OPPORTUNITY

### **Intranet Publisher Opportunity for People with Disabilities**

**Title:** Intranet Publisher, 5 Month Contract

**Full Time, Location:** Toronto

The CIBC Career Access Program is a positive measures initiative to enhance employment opportunities for People with Disabilities, which is one of the four employment equity groups defined by the Employment Equity Act.

### **To be eligible, candidates must meet the following:**

Persons with Disabilities are individuals with long-term or recurring physical,

mental, sensory, psychiatric or learning impairments that either they or potential employers view as being a disadvantage in gaining or maintaining employment.

**The key responsibilities of the Intranet Publisher include:**

The intranet publisher reports to the Director, Intranet Services. This position will be primarily responsible for the daily maintenance of CIBC's corporate intranet, CIBC Today. This includes: receiving, preparing and publishing content for the intranet; applying intranet taxonomy and standards to all intranet content; consulting with Senior Publishers and team Leads on intranet use and intranet standards; content management; content placement and maintenance; and publishing tool testing and implementation. This individual will also provide support to other aspects of the intranet team as required.

**Top Skill Requirements:**

- Works closely with Senior Publishers, team leads, communication specialists and technology to prepare and publish content and links to intranet tools and applications to the production intranet.
- Stays current on intranet best practices, initiatives, technology and enhancements to CIBC's intranet applications and tools.
- Maintains documentation system for tracking/cataloguing content changes.
- Publishes content to production environment.
- Migrates content between publishing systems and performs content quality assurance tasks.
- Understands and maintains content structure and site architecture ensuring usability, currency and effectiveness.

**SPECIAL CONDITIONS:** This is a five (5) month contract position located in Toronto.

**TO APPLY:** This posting is for a future opening, please submit your résumé to [ccap@cibc.com](mailto:ccap@cibc.com) with IntranetPublisher in the subject heading.

**NOTE:** Participation in the CIBC Career Access Program is voluntary. People with Disabilities interested in CIBC employment are free to enter themselves directly into job competitions, through our website at [www.cibc.com](http://www.cibc.com), without disclosing equity group affiliation. Applicants who do not have a disability are welcome to apply to CIBC jobs through our conventional recruitment process.

This Job Capsule serves as a summary of the position noted above. There may be other skill requirements not listed here. For the full job description, please visit

their website [at www.cibc.com/careers](http://www.cibc.com/careers) and review the opportunities currently available.

CIBC is an equal opportunity employer. It is the company's policy to recruit and select applicants for employment solely on the basis of their qualifications, with emphasis on selecting the best qualified person for the job. CIBC does not discriminate against applicants based on race, colour, religion, sex, national origin or disability or any other status or condition protected by applicable federal, provincial or municipal laws. CIBC is committed to diversity in our workforce and equal access to opportunities based on merit and performance. The CIBC logo and "For what matters" are trademarks of CIBC.

### Get into the Skilled Workshops with Free YAST Workshops

Welcome to Youth Ability in Skilled Trades (YAST), an innovative nation-wide initiative of the Canadian Council on Rehabilitation and Work (CCRW)! The YAST project has been made possible by initial and continued funding from our government sponsor, Service Canada.

YAST Workshops are designed to help youth with disabilities (aged 15-30) become more informed about opportunities within the skilled trades industry. YAST workshops will:

- dispel myths about the skilled trades and its workers
- inform you about training and apprenticeships in your province
- inform you about skilled trades industries in your province
- provide information about employment accommodation standards in the workplace and the legislation enforcing them
- inform you about the current status of the skilled trades industry in Canada and in the future – there is a high demand for workers!

To learn more about YAST and YAST workshops, please contact Sinéad Whelehan, Lead Workshop Facilitator, Youth Ability in Skilled Trades, Canadian Council on Rehabilitation and Work, CCRW National Office, Toronto, Ontario or call (416) 260-3060, ex.235 or email to [yast\\_on@ccrw.org](mailto:yast_on@ccrw.org). You can also learn more by visiting [www.ccrw.org](http://www.ccrw.org) or [www.workink.com](http://www.workink.com).

*"Celebrating over 30 years of supporting Canadians with disabilities in securing meaningful and equitable employment"*

[www.ccrw.org](http://www.ccrw.org) [www.workink.com](http://www.workink.com)

Enabling stakeholders to learn how and where to obtain the necessary training to further careers in the skilled trades industry

## COMMUNITY EVENTS

### Abilities LinkFest

Birchmount Bluffs Neighbourhood Centre invites you to attend Abilities LinkFest, where people of diverse abilities, community services and partners are invited to join them in celebrating community connections and inclusion. Event highlights include:

- Informal networking
- Sharing success stories
- Guest speakers
- Honouring contributions of individuals with disabilities

This special event is taking place on **Tuesday July 24, 2007 from 1:00 pm to 3:30 pm** at Birchmount Bluffs Neighbourhood Centre, 93 Birchmount Rd (at Kingston Road). Admission is free. Light refreshments and attendant services will be provided. For inquiries, please call David Meyers at 416-396-7606.

### Looking for Stories from YOUTH

***D.O.O.R. to Adulthood***, (Disability Ontario Online Resource) D2A, is an online Resource Website for youth in Ontario who are transitioning to adulthood.

D2A is looking for Youth who would like to share their knowledge and expertise about transitioning to adulthood. Your experiences can be shared through stories, poems, drawings, etc. There is also the option of telling your story and having someone write it out for you. D2A is looking for stories from people who are between the ages of 16 and 29. They are looking for articles that are Fun and Useful, and that have information which others can use or relate to.

Check out the D2A website at [www.door2adulthood.com](http://www.door2adulthood.com) to see what others have had to say about things like: Moving out, Services at University, Transportation and much more. If you are interested in sharing your knowledge and expertise with others, contact Rena at [rnikou@dimes.on.ca](mailto:rnikou@dimes.on.ca). Once the stories are reviewed and approved to be added to D2A, you will receive an honorarium. **Everybody has a story to tell!**

### Anne Johnston Health Station

Summer, Sizzle, Feast!!

The Health Station's peer support program has a great lineup of events this summer. It's a great opportunity to meet others, connect with peers, receive

information and resources, and most importantly, HAVE FUN!

- **Meet, eat and have fun** – July 20, 2007 6pm to 9pm, RSVP by July 18th to Julie at (416) 486-8666, extension 229.
- **Blazing Barbecue Quest** – August 10, 2007 6pm to 9pm, RSVP by August 8th to Julie.
- **It's our Right! Take back the Night!** – September 8, 2007, time and place to be announced. RSVP by September 4th to Julie. This is a WDAAG (Women with Disabilities Action and their Allies Group) event. For further information, call Lucy at (416) 486-8666, extension 226.

### **WDAAG (Women with Disabilities Action and Awareness Group) Movie Nights!**

WDAAG Movie Nights are opportunities for women to interact within a supportive Independent Living Environment. Films may contain material of a sensitive and controversial nature. Limited spaces available.

- **'North Country', Rated R** – September 7, 2007 5:30pm to 9pm, RSVP to (416) 486-8666, extension 229 by September 4th.

### ***Women with Disabilities Discover your Power, creating with Peers:***

- Join WDAAG in preparing for 'Take Back the Night'
- Create banners, posters, slogans and T-shirts
- Eat, socialize and have fun! It's your right!
- **August 24th and 28th, 2007 5:30pm-8:30pm** at the Health Station

For more information, call Lucy at extension 226 and to register call Julie at extension 229.

### **Want to be a Mentor?**

Are you interested in mentoring a youth between 16 to 20 years of age who is exploring the world of work?

The Leader in Training Program at Bloorview Kids Rehab is looking for Mentors with disabilities in the workforce.

**Purpose:** To support and encourage the participants in the Leader In Training Program. You will be sharing your experiences about the world of work.

**When:** Share your lunch with a Mentee in July on Thursdays: July 5, July 12 and

July 19 for one hour.

For more information please contact: Danielle Svec or Tara Gersonde Youth Facilitators for Leader in Training Program, Bloorview Kids Rehab  
Tel: (416) 425-6220 ext. 3204 Email: [dsvec@bloorview.ca](mailto:dsvec@bloorview.ca)

## **Wheelchair Sports Invitation**

Toronto Parks, Forestry and Recreation has teamed up with Bloorview Kids Rehab, Motion Specialties, Paralympics Ontario, the Ontario Wheelchair Sports Association, and Variety Village to offer a series of wheelchair sports in three locations across Toronto throughout the summer. As a pilot program, the wheelchair sports series is a first step towards developing a framework for the long-term development of accessible sport in Toronto, but we need input from the community to make sure that our programming is appropriate for you.

The schedule of sports and locations for this summer's series is below. Participants should be able to manually propel a wheelchair. All equipment is provided.

**Central Series:** Tuesdays at Rosedale Park (20 Schofield Avenue) July 10th – Wheelchair Tennis; July 24th – Hand cycling; August 7th – Sledge Hockey and Bocci Ball.

**East Series:** Thursdays at Variety Village (3701 Danforth Avenue) in July and Birchmount Stadium (75 Birchmount Road) in August. July 5th – Wheelchair Basketball; July 19th – Tae Kwon Do; August 2nd – Wheelchair Racing; August 16th – Throwing.

**West Series:** Tuesdays at Phil White Arena (443 Arlington Avenue) July 3rd – Wheelchair Tennis; July 17th – Wheelchair Basketball; July 31st – Sledge Hockey; August 14th – Sitting Volleyball.

## **Program Times and Fees:**

Ages 9 to 13 from 6:00 – 7:30pm - \$26 per four sport series  
Ages 13 to 24 from 7:30 – 9:00pm - \$26 per four sport series  
Adults aged 25+ from 7:30 – 9:00pm - \$49 per four sport series

We would like to ask you to please share this information with anyone who you think might be interested in participating. If you have any questions or to register, please contact Vanessa Anderson at 416-392-7456 or by email at [vanders@toronto.ca](mailto:vanders@toronto.ca).

We look forward to seeing you on the playing field!

### **Summer Roller Sledge Hockey**

Introduction to Sledge Hockey -- 6pm (Course Barcode 1432584) or House League Games ---7pm and 8pm (Course Barcode 1432571)

The City of Toronto has teamed up once again with Bloorview Kids Rehab to offer a Sledge Hockey Summer Program on Wheels! Enjoy nine weeks of Sledge outdoors at Rosedale Park (Mount Pleasant and Sherbourne).

WHEN: Monday Evenings for 9 weeks Beginners 6-7pm;  
House league games at 7 and 8pm  
WHERE: Rosedale Park Outdoor Arena (20 Schofield Ave.)  
DATES: Starting July 9th for 9 weeks

OPEN TO PEOPLE OF ALL AGES AND ABILITIES. ALL EQUIPMENT IS PROVIDED  
REGISTRATION FEES: ADULTS AGE 25+: \$49; CHILD YOUTH: \$27

For more information or to register, check out their website at [torontosledgehockey.com](http://torontosledgehockey.com) or call Vanessa at 416 392-7456. You may also register online at [www.toronto.ca/torontofun](http://www.toronto.ca/torontofun).

### **Youth Drop-In at Birchmount Bluffs Neighbourhood Centre**

For youth with disabilities aged 15-29 years. Events include a Barbeque (weather permitting); watching a movie (if you like); music; giveaways. Learn about what BBNC can do for you.

Birchmount's Youth Drop-in takes place Thursday July 12, 2007 6pm-9pm at Birchmount's Youth Centre, 2849 Kingston Road (at St. Clair Ave. E.). Admission is \$1.00. RSVP by July 11th if you would like to attend the barbeque. Attendant care is available upon request. For more information, or to RSVP, contact Judith at 416-396-7606 or email to [Judith@bbnc.ca](mailto:Judith@bbnc.ca).

## **CILT NEWS**

### **CILT's Pandemic Influenza Planning Initiative**

*By John Mossa, Independent Living Skills Trainer*

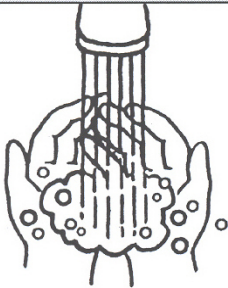
CILT is continuing to work on developing a pandemic flu preparedness plan to ensure that our essential services continue with as little interruption to our consumers as possible.

Pandemic flu planning and preparedness activities are important for everyone. We all have roles and responsibilities to help reduce the risk of spreading viruses like colds, flu, and other infections. Here are some of the things you can do to protect yourself and your family from infections:

- **Hand Washing**: Wash your hands with soap thoroughly and often – good hand hygiene is the best way to prevent the spread of all viruses.
- **Respiratory Etiquette**: Cover your mouth and nose with a tissue when you cough or sneeze. Place used tissues in the garbage, never on any surfaces, and wash your hands well and often whenever you or someone you are close to is sick.
- **60% Alcohol-Based Sanitizers**: Gels, rubs, rinses or wipes should be kept handy at work, at home, and in the car.
- **Create your own Emergency Preparedness Plan**: Make a contact list of important phone numbers and 6-week emergency supplies checklists. If you require daily personal support services, consider making a back-up plan for support by talking to family, friends, and/or neighbors about their willingness to assist you in the event of an emergency. For more information, visit the Toronto Public Health website at [http://www.toronto.ca/health/pandemicflu/pdf/appx\\_23.pdf](http://www.toronto.ca/health/pandemicflu/pdf/appx_23.pdf)
- **Stay home when you are sick**
- During a pandemic flu, **avoid large crowds of people** and other close contact with strangers (while traveling for example).
- During a pandemic flu, **follow any instructions given by public health officials**.
- **Get your flu shot every year** – the flu shot will not protect you from a pandemic flu virus, but it will protect you from getting seasonal flu, which could weaken your immune system or resistance to the pandemic flu. Toronto Public Health's flu vaccination clinics for the 2007-08 influenza season will open usually in late October or early November. For further information, visit the Toronto Public Health website at [http://www.toronto.ca/health/flu\\_facts.htm](http://www.toronto.ca/health/flu_facts.htm)

In the months ahead, CILT will continue to provide you with up-to-date information about our pandemic plan and other important details.

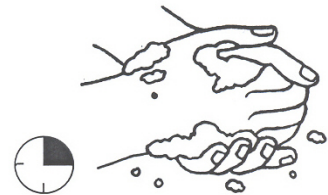
# Hand Washing



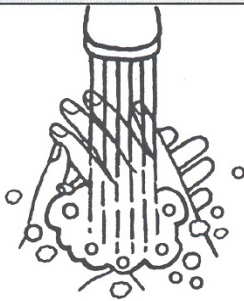
1. Wet hands.



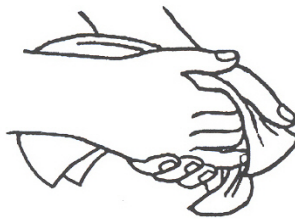
2. Apply soap.



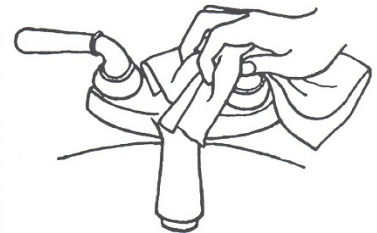
3. Lather for 15 seconds.  
Rub between fingers,  
back of hands,  
fingertips, under nails.



4. Rinse well under  
running water.



5. Dry hands well with  
paper towel or hot air  
blower.



6. Turn taps off with  
paper towel, if  
available.

## Stop the Spread of Germs

### Always Wash Your Hands

#### After you:

- Sneeze, cough or blow your nose
- Use the washroom or change diapers
- Handle garbage

#### Before and after you:

- Prepare or eat food
- Touch a cut or open sore

# Hand Sanitizing



1. Apply sanitizer (minimum 60% alcohol-based).



2. Rub hands together.



3. Work sanitizer between fingers, back of hands, fingertips, under nails.



4. Rub hands until dry.

## Stop the Spread of Germs

### Always Sanitize Your Hands

#### After you:

- Sneeze, cough or blow your nose
- Use the washroom or change diapers
- Handle garbage

#### Before and after you:

- Prepare or eat food
- Touch a cut or open sore

If hands are visibly dirty use soap and water

# Cover Your Cough



**1. Cover your mouth and nose when you cough, sneeze or blow your nose.**



**2. Put used tissue in the garbage.**



**3. If you don't have a tissue, cough or sneeze into your sleeve, not in your hands.**



**4. Wash hands with soap and water or hand sanitizer (minimum 60% alcohol-based).**

## Stop the Spread of Germs

### Always Cover Your Cough

- Covering your cough or sneeze can stop the spread of germs
- If you don't have a tissue, cough or sneeze into your sleeve
- Keep your distance (more than 1 metre/3 feet) from people who are coughing or sneezing

## NEWS FROM THE PDN

### PDN at the Nordic Network on Disability Research Conference

*By Kimberly McKennitt, PDN Coordinator*

In May, PDN member, Rabia Khedr, and PDN coordinator, Kimberly McKennitt, traveled to Goteborg, Sweden to attend the 9th annual Nordic Network on Disability Research Conference, where Rabia delivered a participatory research paper entitled “Parenting with a Disability: Diversity, Barriers & Requirements.”

A multidisciplinary network of disability researchers interested in cultural, societal and environmental dimensions of disability and marginalization, the purpose of the Nordic Network on Disability Research (NNDR) is to advance research and development in the field of disability and to provide a forum for researchers, particularly from Nordic countries, to meet, present and discuss their research. This year’s NNDR theme was “Participation for all – the front line of disability research.”

Over three days, speakers from Sweden, Denmark, Norway, Finland, Iceland, Austria, Italy, the U.S. and U.K. delivered papers and presentations on a variety of disability-related topics that included technology in the lives of people with disabilities, education, institutional environments, women’s human rights, sexual abuse, the law, employment and education.

One of 290 participants, Rabia’s presence at the conference was a resounding success, not only because of her presentation’s focus on the stories of parents with disabilities from diverse backgrounds and the barriers they face, but also because of Rabia herself. A Muslim-Pakistani-Canadian woman who is blind, Rabia was one of the more significant voices at the NNDR conference, speaking not just about the cultural dimensions of disability and marginalization, but from within the cultural dimension of disability and marginalization itself. Addressing the fact that while information and research does exist on parenting children with disabilities and parents who have disabilities, she pointed out that there is no literature on what she terms the ‘intersectionalities’ of culture, class, faith, gender and parental disability in the child rearing process. As the only non-white speaker at the conference wearing a hijab, the reasons for that academic deficit were more than obvious.

In addition to a number of other speakers with disabilities, including Rosemarie Garland-Thomas from Emory University in Atlanta, who delivered an excellent paper on the concept of ‘misfit’ to explain disability identity, there was also a diversity of research perspectives at the NNDR. One of the more inspiring came from Kristina Sahlqvist, a professor of Spatial Design and Sustainable Development in the School of Design and Crafts at Goteborg University, spoke on the idea of Design for All.

A program of the Swedish government, Design for All is a guiding, national principle which has mandated that the planning and design of all products, buildings, environments and IT services must take into consideration the issues of accessibility and useability for all individuals. As part of its plan of action to make society accessible and open for everyone to participate in by 2010, Professor Sahlqvist described how designers, service providers, manufacturers and others in Sweden are both ethically responsible to the project as well as politically and economically compelled to pursue its high standards. For those of us in Canada who have noticed the recent decline in political will and initiative over barrier-free initiatives, it should come as no surprise that those Nordic people are, once again, setting the standard in quality-of-life for all. Ironically, however, in traveling around Goteborg and at the conference itself, it was apparent that Sweden is a long way from actually meeting the barrier-free standards that we currently enjoy in Canada. Yes, believe it or not, we are a lot more accessible, at least here in Toronto, than they are in Sweden.

### Discount Travel

*By Kimberly McKennitt, PDN Coordinator*

If you have any travel plans in the near future, take advantage of two new discount services for people with disabilities living in Canada. First, Easter Seals Canada offers The Disability Travel Card, a program that allows free travel for an attendant traveling with a person with a disability on Via Rail or Greyhound buses. You'll need to complete an application form and have someone verify your need for an attendant in order to qualify. For more information call 416-932-8382 or visit [www.easterseals.ca](http://www.easterseals.ca) to download the application.

Also, Choice Hotels and the Canadian Association of Independent Living Centres (CAILC) have entered into a partnership to bring you accommodation savings of 15-20% at over 270 hotels across Canada (including Comfort Inn, Comfort Suites, Quality, Sleep Inn, Clarion, Econo Lodge and Rodeway Inn) and over 5300 hotels worldwide. For more information visit CAILC's website at [www.cailc.ca/article/choice-hotels-travel-benefit-285.asp](http://www.cailc.ca/article/choice-hotels-travel-benefit-285.asp) and Choice Hotels Canada at [www.choicehotels.ca/cailc](http://www.choicehotels.ca/cailc).

### Peer Support & Networking Group

Are you a parent with a disability? Thinking about becoming a parent? Adults with disabilities are invited to discuss parenting issues in a supportive environment. New participants are welcome!

**Date: Saturday July 28, 2007**

Time: 2:00p.m. – 4:00p.m.

Place: Anne Johnston Health Station, 2398 Yonge Street, Toronto

(at Montgomery). Registration is required.

To register, contact Kimberly at 416-599-2458 ext.34 or by e-mail at [pdn@cilt.ca](mailto:pdn@cilt.ca) by **July 24, 2007**. Attendant services will be provided. Childcare is available but must be requested by registration deadline. This peer support initiative is sponsored in partnership by the Anne Johnston Health Station and the Centre for Independent Living in Toronto (CILT).

## INFORMATION & REFERRAL

### Accessible Trails

*By Andrea Murray*

Algonquin Provincial Park has a 1.5 km trail called Spruce Bog Trail that is wheelchair accessible. For more information, visit <http://www.algonquinpark.on.ca/> or call (705) 633-5572.

Point Pelee National Park has a 3 km long boardwalk, as well as an all terrain wheelchair that can be borrowed. For more information, visit [http://www.pc.gc.ca/pn-np/on/pelee/index\\_E.asp](http://www.pc.gc.ca/pn-np/on/pelee/index_E.asp) or call 519-322-2365.

### Wheelchair Accessible Apartments and Homes

*By Andrea Murray*

The Centre for Independent Living in Toronto continues to post available wheelchair accessible apartments and homes on our website. This can be found under "What's New", Housing Listing, and includes the number of bedrooms and the location. These listings are updated once a week. If you are looking for an apartment, or if you have one you are wishing to rent that is wheelchair accessible, please contact the Inquiries Generalist at extension 28.

### DVD REVIEW

*By Susan DeLaurier*

**Turning the Tide – Dignity, Compassion and Euthanasia Produced** by the Euthanasia Prevention Coalition and Salt and Light Television Media Foundation.

Most of us will, at some point, have to face the end of a loved one's life; and a few of us may, unfortunately, confront the issue of assisted suicide or euthanasia. There have been a few publicized cases of this issue both on television and in newspapers, and many people are now aware that this may

affect them. This short movie offers many diverse, intelligent, and passionate reasons to reject euthanasia and may instigate thoughts and discussions that have not yet been confronted or even considered.

Turning the Tide was made to change the way that society views assisted suicide and euthanasia. Society tends to view these issues as being related to autonomy or individual choice in the last stages of life. The argument is that suffering leads to an undignified death and that the person should be able to end his or her life when and how he or she chooses. However, there may very well be other motives involved such as care-giver burdens and unacknowledged prejudice against people with disabilities, the elderly, and the chronically ill. Legalizing euthanasia or assisted suicide becomes an issue of having power over the weak or vulnerable.

This DVD focuses on the vulnerability of the person and issues of pain and symptom management, and proper end-of-life care. The fear of pain is usually associated with dying and it is this fear which allows people to accept that euthanasia is the only option. However, good palliative care can deal with pain and depression and can include the needs of the family as well.

Quality of life is also frequently used as a reason for euthanasia, but quite often this judgment is being made by those who are fit and healthy. The value of a person's life can only be decided by that person, and may change over time depending on the treatments they receive.

Turning the Tide emphasizes the need for everyone to feel self-worth in order to avoid depression. Many of the people in this DVD have stressed the importance of family and/or community support and inclusion as essential to avoiding depression. When depression does occur, it is treatable and is not a reason for euthanasia.

The main reasons why people would consider assisted suicide are the lack of access to good health care and pain management, the lack of in-home support, and the lack of family or community support. All of these can and should be dealt with. The other main reason is loss of dignity, which may be enhanced especially if and when the first three things are unavailable.

The people in this DVD present their feelings in a very clear and direct way as to what makes their lives valuable and worthwhile. Each person brings a different dimension to the general discussion, and the overall tone is very upbeat and encouraging. Some of the speakers include Bobby Schindler (Terri Schiavo's brother), Catherine Frazee (former Chair of the Ontario Human Rights Commission), Wesley Smith (Attorney, International Task Force on Euthanasia and Assisted Suicide), Adrian Dielman (Counselor, Rehabilitation Clinic for Spinal Cord Injuries), Jean Echlin (Palliative Care Nursing Consultant), Canadian Senator Sharon Carstairs, Alex Schadenberg (Executive Director of the

Euthanasia Prevention Coalition), and Reg Hancock, spinal cord injury survivor.

This DVD comes with a Discussion Guide for small group presentations for people concerned about these issues, a recording sheet, and a newspaper with various aspects to be considered regarding this subject. The movie is approximately 30 minutes long and is captioned.

There are also bonus features including extended interviews. Regrettably, these features were not captioned.

The Turning the Tide DVD package can be ordered from the Euthanasia Prevention Coalition for \$50.00 for one package, \$70.00 for two packages, or \$100.00 for four packages by contacting the Euthanasia Prevention Coalition, Box 25033, London, Ontario N6C 6A8. Tel: 1-877-439-3348; Email: [info@epcc.ca](mailto:info@epcc.ca).

## **IT'S THAT TIME OF YEAR AGAIN FOR ...**

### **CILT's Annual General Meeting**

CILT's Annual General Meeting has been scheduled for Thursday September 20, 2007 5:00 to 8:00 p.m. at 39 Parliament Street (Front & Parliament) on the 11th floor. Notices will be posted in the lobby to show people where to go. Volunteers are welcome and encouraged to attend.

The AGM is a good opportunity to meet the Board of Directors and members of CILT, and to learn more about what CILT has accomplished over the past year. We are looking forward to seeing you there!

### **We Want to Hear What You Have to Say!**

CILT is always interested in hearing member feedback about our organization and the programs that we offer. Your input is valuable to us because it helps us to determine where and how we can improve in our future program planning.

Our last Consumer Survey was taken in 2005, but it's important for us to hear from our members on a regular basis in order to ensure that we are providing consumers with the best programs possible.

In your packages, you will find this year's Consumer Satisfaction Survey. We ask that you please take the time to fill it out and return it to us in the self addressed, stamped envelope provided by **August 10, 2007**.

If you require a copy of the survey in alternate format, please contact Nancy at CILT so that accommodations can be made.

